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Quotable quote from CIH 1991

Here are CIH's pick for the most memorable quote from one of our 1991 authors.

"I think the days are over when we can pay lip service to quality, where we all boast in our own marketplaces that we're all high-quality hospitals. . . . I think we've got to prove our case, quit paying lip service to quality and sell it on a demonstrated basis."

—Stephen L. Ummel, president and CEO of Lutheran General Healthcare System in Park Ridge, Ill., September, p. 20.